



Best Practices in Troubleshooting

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Ice Breaker

Most recent problem solved

Share a Hobby

[Confirm Agenda]

- Time will be limited. We have time for a few specific examples. Lets agree on the most popular issues that give you grief.

[Troubleshooting Right]

- Imagine
- Four wire colours example
- Pay close attention to the process
- Best person to evaluate information

[Top Five Mistakes]

- Preconceived notion of problem
- Failure to review possible options
- Make problem more complicated
- Ignore Actual Situation
- Failure to consider timing

[How long will it take?]

- Isolate an open
- Trace a short
- Trace a ground
- Locate a reversed horn / Bell
- Trace an open signal circuit

[The Process]

- Do something that will give you information.
- Evaluate the information. Retest for confirmation.
- Decide on your next step
- Eliminate the impossible and you are left with the possible.

[Components]

- Diodes
- Capacitors
- Batteries
- Power Supplies
- Microprocessors
- Networking / Communications

[Types of Trouble]

- Grounds
- Opens
- Shorts
- Intermittent
- False Alarms
- Transient suppression
- Battery Disconnect

[Tools Review]

- Meter specifications
 - Know what you want to measure
 - RMS

[Demonstration]

- Ground on a panel
- Measure a Battery with load
- Opens
- Shorts – Signal Circuits

[Additional Skills]

- Binary Number System
- Hex Number System
- Reading Components
- Diodes / Resistors / Capacitors

- Wrap up – Additional Questions
- Answer to Imagine puzzle